

# Service Level Agreement (SLA)

This Roaring Service Level Agreement ("SLA") accompanies the Agreement entered into between you (the "Customer") and Roaring. Capitalized terms used in this SLA that are not defined herein have the meanings given to them in the Agreement.

## 1. Definitions

**Availability:** Availability is calculated using the formula:

$$\frac{100 \times (\text{measure period} - \text{planned downtime} - \text{downtime exclusions} - \text{downtime})}{(\text{measure period} - \text{planned downtime})}$$

**Target Availability:** Roaring will use considerable efforts to make the Services available with an uptime of 99.8% of each calendar month.

**Downtime:** The time when a service (API) is not available during its agreed Service Hours.

**Downtime Exclusions:** The calculation of uptime will not include unavailability to the extent due to: (a) use of the Service by Customer explicitly stated not authorized in this Agreement or the applicable Documentation; (b) general Internet problems, force majeure events or other factors outside of Roaring's reasonable control; (c) Customer's equipment, software, network connections or other infrastructure; (d) third party data suppliers, acts or omissions; or (e) Planned downtime, Service Windows or reasonable emergency maintenance.

**Planned Downtime:** "Planned Downtime" or "Service Windows" refer to Roaring's scheduled routine maintenance of the Services for which Roaring notifies Customer at least forty-eight (48) hours in advance. By notification we mean posting Service Windows on our web [roaring.io/developer](https://roaring.io/developer) and emailing the Customer contact. Planned Downtime will not exceed eight (8) hours per month. Roaring typically doesn't have Planned Downtime unless there are major changes.

**Note:** Any downtime in Roaring's services caused by Roaring's information data suppliers such as for example Swedish Tax Authorities or Creditsafe is regarded as Downtime Exclusions (see Downtime Exclusions above, (d) third party data suppliers, acts or omissions).

## 2. Service Levels

The following Service Levels and consequences of breach of Service Level Availability including Credits shall apply for the Services.

### 2.1. Service Level Availability

Service level objectives for service availability.

Availability (Calculated per service on a monthly basis and measured 24*7 hours)	Service Level breach consequence (Percentage is calculated per service on credits consumed during the month and is credited on next month's invoice)
> 99.80%	N/A
99.79% - 99.00%	5% of the Monthly Credit amount for the affected Service.
98.99% - 95.00%	15% of the Monthly Credit amount for the affected Service.
94.99% - 90.00%	25% of the Monthly Credit amount for the affected Service.
< 90.00%	100% of the Monthly Credit amount for the affected Service.

### 2.2. Termination in the case of failure

If there is a verified failure of a Service to meet Target Availability in two (2) consecutive months the Customer can choose to terminate the Agreement, by using written notice of termination within thirty (30) days after the end of the second such month. The Customer is in that case entitled to a refund of up to 25% of any fees Customer has paid for use of the Service that has failed during the two (2) consecutive months in direct relation to the termination.

The percentage of credit refund stated by Service availability together with the termination and refund right is the Customer's sole and exclusive remedy, and Roaring's sole and exclusive liability, for Roaring's failure to meet the Target Availability.

### 3. Service Level Credits

Any Service Level Credits will be applied to Customer's next invoice, if the final invoice under this agreement has been paid, remaining Service Level Credits will fall due.

To be eligible for receiving credits, the credit request must be received by us within thirty (30) days after the end of the month in which the incident occurred and must include:

1. the words "SLA Credit Request" in the subject line;
2. the dates, times, and affected Roaring service of each Unavailability incident that you are claiming; and
3. your request logs that document the errors and corroborate your claimed outage (any confidential or sensitive information in these logs should be removed or replaced with asterisks).

All credit requests shall be sent to [customer@roaring.io](mailto:customer@roaring.io).